

## Where to Order Clear Masks

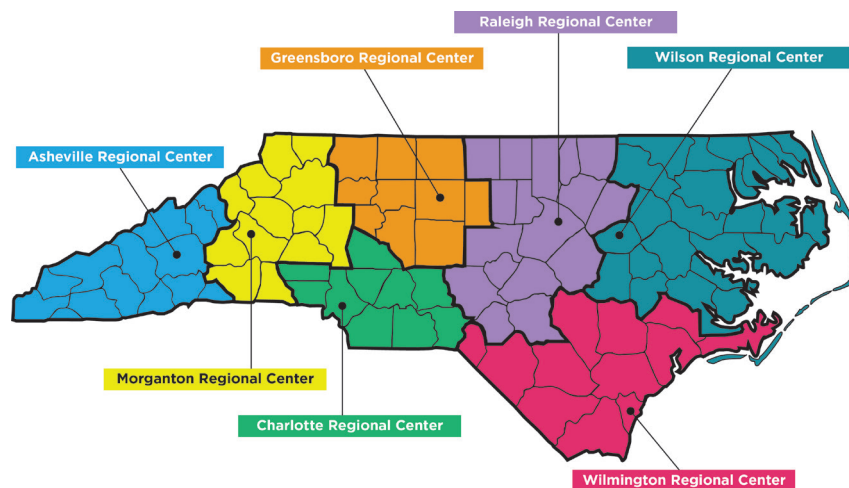
Visit DSDHH Clear Mask Resource List at:

[www.ncdhhs.gov/clearmask](http://www.ncdhhs.gov/clearmask)

Instructions for wearing the ClearMask that came with this brochure:

<https://www.theclearmask.com/user-manual>

## NC Division of Services for the Deaf and Hard of Hearing Regional Centers



### Asheville Regional Center

Voice 828-665-8733  
VP 828-333-5830

### Charlotte Regional Center

Voice 704-568-8558  
VP 704-918-1554

### Greensboro Regional Center

Voice 336-273-9692  
VP 336-429-5644

### Morganton Regional Center

Voice 828-430-7185  
VP 828-475-6606

### Raleigh Regional Center

Voice 919-859-8526  
VP 919-890-0858

### Wilmington Regional Center

Voice 910-251-5702  
VP 910-777-5770

### Wilson Regional Center

Voice 252-243-3104  
VP 252-674-1141

### Administrative Office

Voice 800-851-6099  
VP 919-890-0859



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Services for the  
Deaf and Hard of Hearing

NC Department of Health and Human Services • Division of Public Health  
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## North Carolina Division of Services for the Deaf and Hard of Hearing



## Use of Clear Masks to Improve Communication With Deaf, Hard of Hearing, DeafBlind People



**ClearMask™**  
Clarity. Comfort. Connection.



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Services for the  
Deaf and Hard of Hearing

## It is Important to Take Steps to Improve Communication for People with Hearing Loss

- **Recognize:** Facemasks without clear/see-through windows impede the ability to see important facial expressions and mouth movements.
- **Use:** A clear see-through mask.
- **Maintain:** good eye contact, use gestures and point to parts of body. Most importantly, ask patient for their preferred methods of communication.

## Communicating with Deaf Consumers

(Profound Hearing Loss: Uses Visual Communication)

- **Use:** Licensed sign language interpreter. Let the Deaf person choose whether they want an on-site or video remote interpreter. Do not use family or friends to interpret.
- **Gaining Attention:** Wave hands, flick a light switch, tap gently on shoulder.
- **Avoid:** Standing in front of a window or light source when communicating.
- **Don't:** Rely on written English. Spoken and sign language rules are very different.
- **Deaf Family Members:** Also need access to sign language interpreter.



## Communicating with Hard of Hearing Consumers

(Mild to Severe Hearing Loss: Uses Verbal Communication)

- **Write:** Instructions on dry-erase boards, paper, computer tablet, apps, draw diagrams.
- **Use Amplification:** Ensure batteries work in hearing aids or use personal amplifiers.
- **Use Communication Access Realtime Translation (CART) and Speech to Text Apps such as, but not limited to:**  
Google Live Transcribe, Ava, Otter Ai, Microsoft Translator and more.

## Communicating with DeafBlind Consumers

(Dual Hearing & Vision Loss: Communication Modes Vary)

- **May Require:** Unique interpreters able to provide tactile or close vision sign language.
- **Usually Accompanied:** By a Support Service Provider (SSP). Do not confuse as an interpreter.
- **Visual Acuity Needs:** May require adaptations, i.e., using a black felt-tip marker, larger print or writing, using your finger to trace letters on palm. Adjust seating and lighting upon request.

Use your smartphone's QR Reader to access instructions for using ClearMask™

